

**COMMISSIONERS**  
JEFF HATCH-MILLER - Chairman  
WILLIAM A. MUNDELL  
MIKE GLEASON  
KRISTIN K. MAYES  
GARY PIERCE



**ARIZONA CORPORATION COMMISSION**

**KRISTIN K. MAYES**  
Commissioner

Direct Line: (602) 542-4143  
Fax: (602) 542-0765  
E-mail: [kmayes@azcc.gov](mailto:kmayes@azcc.gov)

January 17, 2007

Mr. John Hester  
Vice President  
Regulatory Affairs & Systems Planning  
Southwest Gas Corporation  
5241 Spring Mountain Road  
Las Vegas, NV 89150-0002

**Re: Recent disruption of service to Southwest Gas customers**

Dear Mr. Hester:

During the week of January 15, 2007 more than 6,000 Southwest Gas customers in Maricopa, Tucson, Green Valley, and Bullhead City were without natural gas because of service outages aggravated by cold weather. Several facilities interconnected with El Paso Natural Gas Company's pipeline apparently froze up. Additionally, Southwest Gas responded to pressure drops caused by high demand by temporarily cutting off service for safety reasons.

First, I write to inquire why the outages occurred. Specifically, in some areas, was the weather colder than that for which the system was initially designed to operate? Second, what is Southwest Gas doing to restore service to the affected homes, including potential infrastructure adjustments? What facilities are in place in the areas where customers lost power? Are looping, increasing pipe size, and boosting the size of the interconnection with El Paso potential factors in preventing a future loss of natural gas service to customers in these and other high growth areas?

Thank you for your response to these important questions.

Sincerely,

Kris Mayes  
Commissioner

Cc: Chairman Jeff Hatch-Miller  
Commissioner William A. Mundell  
Commissioner Mike Gleason  
Commissioner Gary Pierce  
Brian McNeil  
Ernest Johnson  
Heather Murphy